

**INFLUENCE OF JOB STRESS, FAMILY SUPPORT AND
MENTAL HEALTH ON WORK FAMILY CONFLICT AMONG
MARRIED WORKING WOMEN**

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Abstract

This research article would bring out the influence of job stress, family support and mental health on work family conflict among married working women in Tamil Nadu, India. Data was collected from 500 (N = 500) married working women employed in arts and science colleges for women, banks, hospitals and companies in Chennai, Tiruchirappalli and Coimbatore, Tamil Nadu. Judgement sampling was used to select respondents for the research study. Questionnaire method was used to collect data from the respondents of the research study. Multiple regression analysis and moderated multiple regression analysis are used to prove the objectives of the research study. The results of correlation reveals that significant relationship between job stress and work family conflict is seen among the respondents of the research study ($r = 0.406$) at 1% level of significance. It is also evident from the results of correlation that there is significant relationship between mental health and work family conflict among the respondents of the research study ($r = 0.288$) at 1% level of significance. Moderated multiple regression analysis reveals that job stress has no moderating effect on the relationship between mental health and work family conflict among the respondents of the research study.

Statement of the research problem

The results of research study by Vinokur, Pierce and Buck (1999) revealed that job stress had positive influence on work interfering with family conflict among the respondents of the research

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study. Research study of Narayanan and Savarimuthu (2013) indicated that family support had negative influence on work family conflict pertaining to all the parental stages of working mothers. Adams, King and King (1996) in their research found that instrumental assistance dimension of family support had got negative influence on family interfering with work conflict among the respondents of their research study and emotional sustenance dimension of family support had got negative influence on family interfering with work conflict among the respondents of their research study. Beutell (2013) in their research study found that mental health had positive influence on work interfering with family conflict for the entire generational group considered in the research study. It is also evident from the results of their research study that mental health had positive influence on family interfering with work conflict for the entire generational group pertaining to the research study.

The above cited research studies serves as a basis for undertaking this research study. It is presumed that job stress, family support and mental health will have significant influence on work family conflict among married working women. There are few research studies on the influence of job stress, family support and mental health on work family conflict among married working women in both foreign countries and especially in India. Hence, this research study would bring out the influence of job stress, family support and mental health on work family conflict among married working women in Tamil Nadu state, India.

Significance of the research study

This research study is significant to interdisciplinary disciplines of human resource management, social work, psychology as well as sociology, married working women, heads and top level executives of the organizations, human resource managers, family members of married working women, psychologists and social workers.

Objectives of the research study

Various objectives of this research study are as follows:

- (a) To examine the influence of job stress, family support and mental health on work family conflict and its dimensions among the respondents of the research study. and

(b) To evaluate the moderating effect of job stress on the relationship between mental health and work family conflict among the respondents of the research study.

Review of literature

Influence of job stress on work interfering with family conflict among employees

Vinokur, Pierce and Buck (1999) in their research study supported Frone et al. (1992) model of work family conflict. The results of the research study revealed that job stress had positive influence on work interfering with family conflict among the respondents of the research study. It was also evident from the results of the research study that when relationship distress and parenting distress were taken as additional variables, job stress had positive influence on work interfering with family conflict among the respondents of the research study. This research study serves as a base for bringing out the influence of job stress on work interfering with family conflict among the respondents of the research study.

Influence of mental health on work interfering with family conflict and family interfering with work conflict among employees

Beutell (2013) in their research study found that mental health had positive influence on work interfering with family conflict for the entire generational group considered in the research study. It is also evident from the results of the research study that mental health had positive influence on family interfering with work conflict for the entire generational group pertaining to the research study. This research study serves as a base to bring out the influence of mental health on work interfering with family conflict as well as on family interfering with work conflict among the respondents of the research study.

Influence of family support on work family conflict among employees

The results of regression analysis pertaining to the research study of Narayanan and Savarimuthu (2013) indicated that family support had negative influence on work family conflict pertaining to all the parental stages of working mothers. This research study serves as a base research paper for bringing out the influence of family support on work family conflict among the respondents of the research study.

Influence of dimensions of family support on family interfering with work family conflict among employees

Research study by Adams, King and King (1996) revealed that instrumental assistance dimension of family support had got negative influence on family interfering with work conflict among the respondents of their research study and emotional sustenance dimension of family support had got negative influence on family interfering with work conflict among the respondents of their research study. This research study serves as a base research paper for bringing out the influence of family support on family interfering with work family conflict among the respondents of the research study.

Universe

The universe of this research study pertains to married women working in colleges, banks, hospitals and companies in Tamil Nadu state, India.

Study population

This research study is confined to married working women in arts and science colleges for women, banks, hospitals and companies in Chennai, Tiruchirappalli and Coimbatore, Tamil Nadu state, India.

Sampling

Judgement sampling is used to select respondents for the research study.

Sample size

The sample size for the research study is 500.

Hypotheses

H1(a) There is significant influence of job stress, mental health and its dimensions on work interfering with family conflict among the respondents of the research study.

H1(b) Family support, its dimensions, mental health and its dimensions has significant influence on family interfering with work conflict among the respondents of the research study.

H1(c) Significant influence of job stress, family support and mental health exists on work family conflict among the respondents of the research study.

H2(a) Job stress moderates the relationship between mental health and work family conflict among the respondents of the research study.

Tool of data collection

The researcher had used questionnaire method to collect data from the respondents.

The details pertaining to various scales used in the research study are as follows:

Job stress scale: The nine – item job stress scale by Jamal and Baba (1992) is used in this research study. The scale is a Likert – type scale with response pattern ranging from ‘strongly disagree’ (one point) to ‘strongly agree’ (five points). Cronbach alpha (as reported by the authors) for the nine- item scale was 0.83.

Family support scale: A 14 item scale similar to that used by Wayne, Randel and Stevens (2006) was adopted in this research study. It is a Likert type scale having five point response options from “Strongly Disagree” (one point) to “Strongly Agree”(five points). Family Support is the summation of the scores pertaining to two dimensions of family support namely: Emotional sustenance and Instrumental assistance. Cronbach alpha coefficient (as reported by Wayne et al., 2006) for the items measuring instrumental assistance was 0.85 and for the items measuring emotional sustenance was 0.80.

Work family conflict scale (Kelloway, Gottlieb & Barham, 1999): This 22 items scale measures the direction and the nature of work and family conflict. The direction is based upon where the conflict originates: work interfering with family conflict (i.e. conflict originates from work and interferes with family) and family interfering with work conflict [i.e. conflict originates from family and interferes with work] (Frone et al., 1992; Gutek et al., 1991). In Noor’s (2004) research study, distinction between work interfering with family conflict and family interfering with work conflict was established. Noor (2004) reported cronbach alpha coefficients for 11 items of work interfering with family (WIF) conflict scale and 11 items of family interfering with work (FIW) conflict scale as 0.84 and 0.81 respectively.

General health questionnaire - 28 (GHQ - 28): General health questionnaire - 28 was developed by Goldberg in 1978 (Goldberg, 1978) and was used as a screening tool to detect those likely to have or to be at risk of developing psychiatric disorders. This scale has been divided into four dimensions. These are: Somatic symptoms (Items 1 - 7), Anxiety or Insomnia (Items 8 - 14), Social Dysfunction (Items 15 - 21) and Severe Depression (Items 22 - 28). General Health Questionnaire – 28 is in the form of Likert scale having options (1- not at all, 2 – not more than usual, 3 – rather more than usual and 4 – much more than usual). In this research study, the Likert scoring procedures (1, 2, 3, 4) was applied and the total score ranges from 28 to 112. Test - retest reliability has been reported to be high (0.78 to 0.90) (Robinson & Price, 1982) and inter-rater and intra - rater reliability have both been excellent (Cronbach alpha coefficient 0.9 - 0.95) (Failde, Ramos & Fernandez - Palacin, 2000).

Statistical tests used

IBM statistical package for social sciences version 23.0 was used to analyze collected data. The following statistical tests were used:

- (a) Cronbach alpha coefficient.
- (b) Bivariate correlation.
- (c) Multiple regression. and
- (d) Moderated multiple regression.

Statistical findings

Findings pertaining to reliability analysis of the research study

- ❖ Cronbach alpha coefficient of job stress construct pertaining to respondents of the research study is 0.740.
- ❖ The value of Cronbach alpha coefficient of family support construct pertaining to respondents of the research study is 0.894.
- ❖ Cronbach alpha coefficient of emotional sustenance dimension of family support construct pertaining to respondents of the research study is 0.834.
- ❖ The value of Cronbach alpha coefficient of instrumental assistance dimension of family support construct pertaining to respondents of the research study is 0.890.

- ❖ Cronbach alpha coefficient of mental health construct pertaining to respondents of the research study is 0.801.
- ❖ The value of Cronbach alpha coefficient of somatic symptoms dimension of mental health construct pertaining to respondents of the research study is 0.879.
- ❖ Cronbach alpha coefficient of anxiety or insomnia dimension of mental health construct pertaining to respondents of the research study is 0.897.
- ❖ The value of Cronbach alpha coefficient of social dysfunction dimension of mental health construct pertaining to respondents of the research study is 0.866.
- ❖ Cronbach alpha coefficient of severe depression dimension of mental health construct pertaining to respondents of the research study is 0.779.
- ❖ Cronbach alpha coefficient of work family conflict construct pertaining to respondents of the research study is 0.850.
- ❖ The value of Cronbach alpha coefficient of work interfering with family conflict dimension of work family conflict construct is 0.762.
- ❖ Cronbach alpha coefficient of family interfering with work conflict dimension of work family conflict construct is 0.760.

Findings pertaining to multiple regression analysis

Table 1.1 Results of multiple regression analysis assessing the influence of job stress, mental health and its dimensions on work interfering with family conflict among the respondents of the research study

Model	R ²	B	S.E.	β	t - value
Constant	0.258	9.190	0.851	-	10.804**
Job stress	Adjusted R²	0.320	0.043	0.346	7.411**

Severe depression	0.252	0.381	0.079	0.209	4.845**
Somatic symptoms		0.225	0.057	0.170	3.963**
Anxiety or insomnia		- 0.125	0.046	- 0.121	-2.706**

** Significant at 1% level

B = Unstandardized beta. S.E. = Standard error.

β = Standardized beta. VIF = Variance influence factor.

Dependent variable (Constant): Work interfering with family conflict.

Table 1.1 presents the results of multiple regression analysis assessing the influence of job stress, mental health and its dimensions on work interfering with family conflict among the respondents of the research study.

The regression model's coefficient of determination (R^2) is 0.258 and adjusted R^2 is 0.252. It is evident from the table 1.1 that job stress ($\beta = 0.346$, $p < 0.010$) has positive influence on work interfering with family conflict among the respondents of the research study. Therefore, the hypothesis H1(a) "There is significant influence of job stress on work interfering with family conflict among the respondents of the research study." is accepted at 1% level of significance. Regression model shows that t value of job stress with respect to work interfering with family conflict among the respondents of the research study is 7.411 and it is significant at 1% level of significance.

Table 1.1 shows that severe depression dimension of mental health ($\beta = 0.209$, $p < 0.010$) has positive influence on work interfering with family conflict among the respondents of the research study. Therefore, the hypothesis H1(a) "There is significant influence of severe depression dimension of mental health on work interfering with family conflict among the respondents of the research study." is accepted at 1% level of significance. Regression model shows that t value of severe depression dimension of mental health with respect to work

interfering with family conflict among the respondents of the research study is 4.845 and it is significant at 1% level of significance.

It is portrayed from table 1.1 that somatic symptoms dimension of mental health ($\beta = 0.170, p < 0.010$) has positive influence on work interfering with family conflict among the respondents of the research study. Therefore, the hypothesis H1(a) “There is significant influence of somatic symptoms dimension of mental health on work interfering with family conflict among the respondents of the research study.” is accepted at 1% level of significance.

Regression model shows that t value of somatic symptoms dimension of mental health with respect to work interfering with family conflict among the respondents of the research study is 3.963 and it is significant at 1% level of significance.

Table 1.1 shows that anxiety or insomnia dimension of mental health ($\beta = -0.121, p < 0.010$) has negative influence on work interfering with family conflict among the respondents of the research study. Therefore, the hypothesis H1(a) “There is significant influence of anxiety or insomnia dimension of mental health on work interfering with family conflict among the respondents of the research study.” is accepted at 1% level of significance. Regression model shows that t value of anxiety or insomnia dimension of mental health with respect to work interfering with family conflict among the respondents of the research study is -2.706 and it is significant at 1% level of significance.

It is evident from the table 1.1 that mental health has no influence on work interfering with family conflict among the respondents of the research study. Hence, mental health is excluded from the above mentioned table. Therefore, the hypothesis H1(a) “There is significant influence of mental health on work interfering with family conflict among the respondents of the research study.” is rejected.

Table 1.1 shows that social dysfunction dimension of mental health has no influence on work interfering with family conflict among the respondents of the research study. Hence, social dysfunction dimension of mental health is excluded from the above mentioned table. Therefore, the null hypothesis H1(a) “There is significant influence of social dysfunction dimension of

mental health on work interfering with family conflict among the respondents of the research study.” is rejected.

Table 1.2 Results of multiple regression analysis assessing the influence of family support, its dimensions, mental health and its dimensions on family interfering with work conflict among the respondents of the research study

Model	R ²	B	S.E.	β	t - value
Constant	0.160	7.806	1.175	-	6.644**
Somatic symptoms	Adjusted R ² 0.155	0.278	0.046	0.254	6.032**
Severe depression		0.382	0.064	0.251	5.965**
Instrumental Assistance		0.099	0.045	0.091	2.203**

** Significant at 1% level

B = Unstandardized beta. S.E. = Standard error.

β = Standardized beta. VIF = Variance influence factor.

Dependent variable (Constant): Family interfering with work conflict.

Table 1.2 presents the results of multiple regression analysis assessing the influence of family support, its dimensions as well as mental health and its dimensions on family interfering with work conflict among the respondents of the research study.

The regression model's coefficient of determination (R^2) is 0.160 and adjusted R^2 is 0.155. It is evident from the table 1.2 that somatic symptoms dimension of mental health ($\beta = 0.254, p < 0.010$) has positive influence on family interfering with work conflict among the respondents of the research study. Therefore, the hypothesis H1 (b) "Somatic symptoms dimension of mental health has significant influence on family interfering with work conflict among the respondents of the research study." is accepted at 1% level of significance. Regression model shows that t value of somatic symptoms dimension of mental health with respect to family interfering with work conflict among the respondents of the research study is 6.032 and it is significant at 1% level of significance.

Table 1.2 shows that severe depression dimension of mental health ($\beta = 0.251, p < 0.010$) has positive influence on family interfering with work conflict among the respondents of the research study. Therefore, the hypothesis H1 (b) "Severe depression dimension of mental health has significant influence on family interfering with work conflict among the respondents of the research study." is accepted at 1% level of significance. Regression model shows that t value of severe depression dimension of mental health with respect to family interfering with work conflict among the respondents of the research study is 5.965 and it is significant at 1% level of significance.

It is portrayed from table 1.2 that instrumental assistance dimension of mental health ($\beta = 0.091, p < 0.010$) has positive influence on family interfering with work conflict among the respondents of the research study. Therefore, the hypothesis H1(b) "Instrumental assistance dimension of family support has significant influence on family interfering with work conflict among the respondents of the research study." is accepted at 1% level of significance. Regression model shows that t value of instrumental assistance dimension of family support with respect to family interfering with work conflict among the respondents of the research study is 2.203 and it is significant at 1% level of significance.

Table 1.2 shows that mental health has no influence on family interfering with work conflict among the respondents of the research study. Hence, mental health is excluded from the above

mentioned table. Therefore, the hypothesis H1(b) “Mental health has significant influence on family interfering with work conflict among the respondents of the research study.” is rejected.

It is evident from the table 1.2 that anxiety or insomnia dimension of mental health has no influence on family interfering with work conflict among the respondents of the research study. Hence, anxiety or insomnia dimension of mental health is excluded from the above mentioned table. Therefore, the hypothesis H1(b) “Anxiety or insomnia dimension of mental health has significant influence on family interfering with work conflict among the respondents of the research study.” is rejected.

Table 1.2 shows that social dysfunction dimension of mental health has no significant influence on family interfering with work conflict among the respondents of the research study. Hence, social dysfunction dimension of mental health is excluded from the above mentioned table. Therefore, the hypothesis H1(b) “Social dysfunction dimension of mental health has significant influence on family interfering with work conflict among the respondents of the research study.” is rejected.

It is portrayed from table 1.2 that family support has no significant influence on family interfering with work conflict among the respondents of the research study. Hence, family support is excluded from the above mentioned table. Therefore, the hypothesis H1(b) “Family support has significant influence on family interfering with work conflict among the respondents of the research study.” is rejected.

Table 1.2 shows that emotional sustenance dimension of family support has no significant influence on family interfering with work conflict among the respondents of the research study. Hence, emotional sustenance dimension of family support is excluded from the above mentioned table. Therefore, the hypothesis H1(b) “Emotional sustenance dimension of family support has significant influence on family interfering with work conflict among the respondents of the research study.” is rejected.

Table 1.3 Results of multiple regression analysis assessing the influence of job stress, family support and mental health on work family conflict among the respondents of the research study

Model	R ²	B	S.E.	β	t - value
Constant	0.193	15.619	1.849	-	8.448**
Job stress	Adjusted R ² 0.190	0.538	0.065	0.350	8.233**
Mental health		0.154	0.037	0.176	4.142**

** Significant at 1% level

B = Unstandardized beta. S.E. = Standard error.

β = Standardized beta. VIF = Variance influence factor.

Dependent variable (Constant): Work family conflict.

Table 1.3 presents the results of multiple regression analysis assessing the influence of job stress, family support and mental health on work family conflict among the respondents of the research study.

The regression model's coefficient of determination (R²) is 0.193 and adjusted R² is 0.190. It is evident from the table 1.3 that job stress (β = 0.350, p < 0.010) has positive influence on work family conflict among the respondents of the research study. Therefore, the hypothesis H1(c) "Significant influence of job stress exists on work family conflict among the respondents of the research study." is accepted at 1% level of significance. Regression model shows that t value of

job stress with respect to work family conflict among the respondents of the research study is 8.233 and it is significant at 1% level of significance.

Table 1.3 shows that mental health ($\beta = 0.176, p < 0.010$) has positive influence on work family conflict among the respondents of the research study. Therefore, the hypothesis H1(c) “Significant influence of mental health exists on work family conflict among the respondents of the research study.” is accepted at 1% level of significance. Regression model shows that t value of severe depression dimension of mental health with respect to family interfering with work conflict among the respondents of the research study is 4.142 and it is significant at 1% level of significance.

It is portrayed from table 1.3 that family support has no influence on work family conflict among the respondents of the research study. Hence, family support is excluded from the above mentioned table. Therefore, the hypothesis H1(c) “Significant influence of family support exists on work family conflict among the respondents of the research study.” is rejected.

Findings pertaining to moderated multiple regression

❖ The results of the research study show that job stress does not moderate the relationship between mental health and work family conflict among the respondents of the research study. Therefore, the hypothesis H2(a) “Job stress moderates the relationship between mental health and work family conflict among the respondents of the research study.” is rejected.

Discussion pertaining to findings of the research study

Regression analysis pertaining to this research study reveals that job stress ($\beta = 0.346, p < 0.010$) has positive influence on work interfering with family conflict among the respondents of the research study. The finding of this research study with respect to regression analysis assessing the influence of job stress on work interfering with family conflict is consistent with the findings of the research study by Vinokur, Pierce and Buck (1999). It is evident from regression analysis of this research study that mental health has no influence on work interfering with family conflict among the respondents of the research study. Finding of this research study with respect to

regression analysis assessing the influence of mental health on work interfering with family conflict is not consistent with the findings of the research study by Beutell (2013).

Regression analysis pertaining to this research study reveals that instrumental assistance dimension of family support ($\beta = 0.091$, $p < 0.050$) has positive influence on family interfering with work conflict among the respondents of the research study. It is also evident from the research study that emotional sustenance dimension of family support has no influence on family interfering with work conflict among the respondents of the research study. The results of this research study with respect to regression analysis assessing the influence of instrumental dimension of family support on family interfering with work conflict is not consistent with the finding of the research study by Adams, King and King (1996). It is evident from the statistical finding of this research study with respect to regression analysis assessing the influence of emotional sustenance dimension of family support on family interfering with work conflict is not consistent with the finding of the research study by Adams, King and King (1996). Findings pertaining to regression analysis of this research study reveal that mental health has no influence on family interfering with work conflict among the respondents of the respondents of the research study. It is found from the statistical findings of this research study with respect to regression analysis assessing the influence of mental health on family interfering with work conflict is not consistent with above mentioned findings of the research study by Beutell (2013). The result of regression analysis pertaining to this research study reveals that family support has no influence on work family conflict among the respondents of the research study. The findings of this research study with respect to regression analysis assessing the influence of family support on work family conflict is not consistent with finding of research study by Narayanan and Savarimuthu (2013).

Suggestions pertaining to research study

Suggestions to married working women

❖ Married working women should practice yoga regularly to enhance their concentration and for better health which would pave way for performing their roles in their home and profession effectively. Practice of yoga would increase concentration of married working women, enable them to manage job stress and would help them to be physically and mentally

healthy. Hence, the practice of yoga indirectly would reduce work family conflict among married working women.

❖ Married working women require good nutrition as they have to manage multiple roles of being a home maker and an employee of an organization. Good nutrition is required for maintaining one's health. Married working women who are healthy can perform their work effectively and thereby stress caused out of work (work stress) is reduced. This would lead to reduction in work family conflict perceived by them.

❖ Married working women should plan for tasks assigned to them and execute it effectively. They should develop systematic and pragmatic approach towards their work, improve decision making skills, develop time management skills, provide regular feedback about the performance of their work to their superiors, maintain good professional relationship with their superiors and subordinates, etc. This would reduce job stress as a result of their work and hence mental health as a result of work stress would not be affected. This in turn would reduce work family conflict among married working women.

Suggestions to human resource managers of the organizations

❖ Performance appraisal of all the employees in the organization should be carried out every month. It is the duty of human resource manager to see that performance appraisal is carried out every month. Regular performance appraisal of employees in the organization every month would reduce the job stress of employees and that would in turn not affect mental health of employees arising out of work stress. This would in turn lead to reduction of work family conflict of all the employees including married working women. The above said suggestion for reducing job stress is relevant to this research study as results of regression analysis pertaining to this research study shows that job stress has positive influence on work family conflict among the respondents of the research study.

❖ This research study indicates that mental health has positive influence on work family conflict among the respondents of the research study. Hence, human resource managers in every organization should take initiative of conducting assessment of mental health of employees (which includes married working women) in the organization with the help of psychologists once

in six months. This initiative of human resource managers in the organization requires the support of heads and top level executives of the organization.

❖ Human resource managers after getting approval of heads and top level executives of the organization can organize one - day workshop or training program by inviting leading psychologist on management of job stress and promotion of better health (physical and mental health) for the benefit of employees of the organization. The above mentioned initiatives of human resource managers of the organization would reduce job stress of employees in the organization and would also lead to improvement in mental health of them. This would reduce work family conflict among employees in the organization.

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